



Green Hayward PAYS®

Frequently Asked Questions



What is Green Hayward PAYS®?

Green Hayward PAYS® is a new pilot program offered by the City of Hayward that allows owners of multifamily housing in Hayward to get immediate savings on their utility (water and energy) bills by making water and energy saving upgrades with no up-front cost. Participants pay for upgrade measures through a bi-monthly tariffed Surcharge on their water bill that is estimated to be significantly lower than their savings. Because the obligation is a utility tariff, there is no debt associated with these improvements. Green Hayward PAYS® improvements are “off-the books.”

Up to 100 additional multifamily, commercial, and institutional customers will be offered the opportunity to install an innovative weather-based irrigation controller and upgrade their landscaping irrigation if analysis indicates it is likely to benefit the customer.

How do you guarantee that estimated utility bill savings will exceed the cost of measures?

Because usage varies considerably among customers, especially multifamily building tenants, no one can guarantee savings. However, upgrade measures have been selected, and will be screened at each installation, so that based on conservative estimates they provide at least \$1.00 in savings for every 80 cents of the tariffed Surcharge. Your Surcharge will stay fixed, so if utility rates go up, your savings become greater over time.

What efficiency upgrade measures are offered through the PAYS® pilot?

Green Hayward PAYS® offers Basic Measures that includes high efficiency toilets, showerheads, and faucet aerators and in unit LEDs. Customers must install eligible Basic Measures to be eligible for additional upgrade measures. Energy Measures are likely to include high efficiency lighting and domestic hot water improvements. The Landscaping Measure offered through the program is a weather-based irrigation controller. Green Hayward PAYS® measures are among the most efficient available in the market, with the toilets, showerheads, and aerators exceeding the efficiency standards offered under existing Hayward rebate programs. All measures have been pre-selected to ensure their high quality.

Who installs the upgrade measures?

Green Hayward PAYS® Certified Program Contractors have been pre-qualified and selected to install pilot measures. These Certified Program Contractors comply fully with installation standards and codes, are insured, and their work is bonded.

The City of Hayward serves as your agent, working with Certified Contractors to ensure that the upgrade measures you select will be installed correctly and deliver savings. The City of Hayward invites and fields all customer inquiries about the program, and will work with you to resolve any issues that may arise in dealing with Certified Contractors and installed upgrade measures.

Can participants choose their contractors?

Yes. However, Customer-Choice Contractors, those selected by participants, must agree to provide the same pilot services as Certified Program Contractors.

What happens if the measure breaks or stops working during the payment period?

If an upgrade measure breaks or stops working, the customer should immediately contact the City of Hayward. The City of Hayward will verify measure failure and work with the measure supplier and/or Certified Contractor to have the measure fixed or replaced according to the warranty.

For work performed and installed by Certified Program Contractors, the program's guarantee is that if the measure cannot be fixed, and the customer (or their tenants) did not break it or cause its failure, the obligation to pay the Green Hayward PAYS® Surcharge will end. If the measure fails beyond the warranty period and is repaired, the payment duration will be extended to cover the repair or replacement costs, providing the measure continues to deliver savings.

What happens if the building is sold before the end of the payment period?

For work performed and installed by Certified Program Contractors, the program's guarantee is that as long as you disclose the benefits and obligations associated with installed measures to the next purchaser and you or your tenants have not damaged the measures, your payment obligations end when you close your account. The next owner will continue to pay the charges.

Green Hayward PAYS® sounds too good to be true — what's the catch?

There is no catch. Green Hayward PAYS® works because it offers upgrade measures that will provide significant utility (water and energy) bill savings over time compared to the cost of installing measures. The program's consumer protections make it easy for customers to say "Yes" to the offer. Participating Hayward customers will enjoy building upgrades, realize lower utility bills, and help the City meet its water efficiency and greenhouse gas reduction goals.

How much will the Surcharge be on the water bill?

The Surcharge on your Hayward water bill will depend upon the upgrade measures you select. For every 80 cents in Green Hayward PAYS® Surcharges added to your water bill, your installed measures will provide at least an estimated \$1.00 in total utility (water and energy) bill savings, based on current rates.

What is the tariffed Surcharge? Is it a loan?

The tariffed Surcharge is paid like any other utility charge. It is not a consumer loan and does not add to the participant's debt. Under the Green Hayward PAYS® pilot upgrade, measures are paid through a tariffed Surcharge that appears on the bi-monthly water bill. Participants pay charges only when they are billed (i.e., only if they remain customers at this location and the measures continue to function). This Surcharge pays for the selected products and all pilot fees. If the owner sells, the next owner will take over paying the Surcharge while also enjoying the utility bill savings of the installed measures at that location.

Is interest charged on the upgrade measures? If so, how much and over what period of time?

Similar to interest, a Program Activity charge of 8 percent of the total installed measure cost, including any fees, is included in the Green Hayward PAYS® Surcharge. The Program Activity charge covers the cost for the up-front capital paying for the installations as well as other Hayward operating costs. All fees and charges (and estimated savings) will be disclosed to you before you are asked to sign a Purchase Agreement to install measures.

Is there a credit check required to qualify?

While there is no credit check required, customers need to have been current with their Hayward water bill for the previous 12 billing cycles (24 months) in order to qualify for participation in the pilot, and they must continue to pay the total bill (including the new tariffed Surcharge) for the duration of their ownership or the term of the Surcharge, whichever is shorter. However, since the Surcharge is less than estimated savings, total utility bills (water and energy) at the location should be less than they would have been had the measures not been installed.

Who qualifies and how does one get to participate?

Hayward multifamily building owners can find out if they are able to participate in the Green Hayward PAYS® pilot by contacting 510-583-4700 or Environment@hayward-ca.gov.

How did the Green Hayward PAYS® pilot program get started?

The pilot was developed by the City of Hayward and the Bay Area Regional Energy Network (BayREN), with funding provided by the California Public Utilities Commission (CPUC). The Design Team is being led by BKI and the Energy Efficiency Institute, Inc., which developed the PAYS® system.